

Contract Performance Indicator Tracking

Key performance indicators are tracked in the Monthly Compliance Report (MCR) and the Monthly Operations Report (MOR) for Sun Tran and Sun Van and are initially captured in a software package. This includes the city licensed software provided by Trapeze (operator activity, on-time performance etc.) and Genfare (farebox), or software that is provided by other vendors like our phone vendor (call tracking) and Passport (mobile ticketing).

Some of the data is completely tracked by the software. For example the phone system automatically tracks call statistics i.e. time to answer and how long a person was on hold. Other data is maintained in the software but requires manual entry that is available in predesigned reports.

Currently, there are four (4) performance standards in the Sun Tran/Sun Van contract that are monitored on a monthly basis (per the management contract) and each can have a direct impact on the fixed fee amount, which Transdev receives on this contract. Those performance standards are shown in the table below:

Performance Indicators	Measure:
1. Total preventable accidents	Per 100,000 revenue miles.
2. Passenger complaints	Per 100,000 passenger boarding (Sun Tran); and Per 1,000 passenger trips (Sun Van)
3. On-time performance – Preventative Maintenance Plans	On-time performance of maintenance per adopted preventative maintenance plans must be at least 90% on time.
4. Traffic citations	Per each occurrence.

The following information describes how these performance indicators are determined and tracked:

Total preventable accidents and citations

Vehicular accidents are recorded and investigated. TDOT staff reviews the accident reports on a monthly basis. Per the Labor Agreement that Sun Tran has with Teamsters 104 “All vehicular accidents must be discussed by the Accident Review Board within thirty (30) days before preventability can be determined. The Accident Review Board shall make a determination and decision on the preventability issue for each accident reviewed at that meeting.” Those decisions are shared with TDOT and are used to determine liquidated damage amounts.

In some cases a decision is made at the scene of the accident regarding which party will receive a citation. The citation will include as shown below the reason for the

Alternative Transit Management Models
Agency and Service Delivery Options

Attachment G

citation. If not received at the scene citations such as those with the former traffic cameras are mailed to Sun Tran. Transdev's monthly management fee is reduced by \$750.00 per citation received.

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> Month Aug-16 </div> <div style="text-align: center;"><u>SUN TRAN / SUN VAN DRIVER CITATIONS</u></div> </div>				
Date of Citation	Drivers Name	Vehicle Number	Type of Citation	Location
8/11/2016	Operator	Sun Tran - #3119	Failure to Yield - Collision	Campbell / Roger
8/18/2016	Operator	Sun Van - #422	Unsafe Lane Change	Broadway / Park

ACCIDENTS PER 100,000 MILES

	PREVENTABLE	NON-PREVENTABLE	TOTAL
SUN TRAN -	0.57	1.73	2.30
SUN VAN -	0.73	0.98	1.71
COMBINED AVERAGE TOTAL	0.65	1.35	2.00

Passenger complaints

When customer feedback is received, the information is documented in Trapeze COM database. There are several different ways feedback can be received.

1. A call can be placed to the customer information center at 792-9222 or TTY/TDD 520-628-1565. The call center is open Monday – Friday, 6am until 7pm, Saturday and Sunday, 8am until 5pm.
2. A letter can be mailed to: Attn: Customer Service, 3920 N. Sun Tran Blvd., Tucson, AZ 85705
3. Through the website at www.suntran.com
4. Email at suntraninfo@tucsonaz.gov
5. Fax: 206-8956
6. At the main office at 3920 N. Sun Tran Blvd., Tucson, AZ 85705, between the hours of 8am until 5pm, Monday – Friday.

When a report is phoned in, the customer service representative has two different forms they use to get all the information pertinent to the complaint. One is a COM intake form, the other is a COM Accident intake form, which is used to document possible injuries. The customer service representative enters the information into the COM database. If the complaint is an ADA or Title VI complaint, the customer service representative will

also include additional process as specified by the ADA/Title VI complaint process. If the report comes through in any other method and all of the pertinent information is not included, a representative will then contact the customer to get any additional information that is required to investigate the report. The report is then logged into the COM database.

Once the report is entered in COM it is classified in one of four levels, Low, Regular, High or Priority (DOT/ADA). Each has due dates respective to the level; Low - 10 days, Regular and High - 7 days and Priority - 5 days. On a daily basis a Customer Service Specialist reviews all complaints entered the prior day. The Customer Service Specialist prints the reports requiring investigation and delivers them to the appropriate department's investigator. The report is coded to determine which department(s) will get the report. The Customer Service Center must route within 3 working days to get the report (either by hard copy or by email) to the appropriate department for investigation. (At the time of reviewing complaints, the Customer Service Specialist will also review complaints to see if the video is needed.)

A Customer Service Specialist logs the service report on the Complaint Log noting when the report was printed and which investigator received the copy. The appropriate department investigates the report, obtains employee feedback (if needed) within 3 working days (per the labor agreement – unless there are extenuating circumstances), and documents findings in the appropriate database, as well as logging it on the Comment and Investigation Form. The investigator provides a recommendation regarding the validity of the complaint.

The Customer Service Department reviews the investigation information and calls the customer within nine days notifying them of the outcome of their complaint (if a call back is requested). The Customer Satisfaction Department closes out the report. If the complaint is an ADA or Title VI complaint, the Director of Customer Service will follow the ADA/Title VI complaint process.

In the event a due date has arrived and the report is still open, the report will turn red in the database. This notifies the Customer Service Department that immediate action is needed. At that point the following will happen:

- The Customer Service Department will determine the reason the complaint has turned red;
- If more time is needed, the Customer Service Director extends the due date;
- If someone other than the Customer Service Director extends the due date, they are required to document within the database;

Alternative Transit Management Models Agency and Service Delivery Options

Attachment G

- The Customer Service Department will contact to the customer when the complaint turns red (if not before), either telling them the outcome of their complaint, or informing them that the complaint is still being investigated and provide them with a tentative call back date.
- If the complaint is of a nature that potentially involves some type of injury claim the Director of Risk Management makes contact instead of the Customer Service Department. (The Director of Risk Management informs the Customer Satisfaction Department when the complaint can be closed).

The original form is returned to the appropriate department to be copied, filed in employee file and the original given to the employee. On a monthly basis, the Director of Customer Service will include Sun Tran's Customer Satisfaction Department statistics within the Monthly Compliance Report (MCR) which is sent to the Transit Services Coordinator, TDOT. This report also lists all ADA and Title VI complaints received for the month. The information is due by the 20th day of the following month.

On-time Performance

On time performance is tracked via the Trapeze Automatic Vehicle Locator system and Through the Transit master module. This is reported via the MCR on a monthly basis.

TMReports - [Schedule Adherence By Route Summary]

File View Tools Window Help

1 of 2 100%

Schedule Adherence

- Daily Schedule Deviations By Block Summary.rpt
- Monthly Schedule Deviations By Block Summary.rpt
- Schedule Adherence By Block TPchart.rpt
- Schedule Adherence By Block.rpt
- Schedule Adherence By Driver.rpt
- Schedule Adherence By Route Summary.rpt
- Schedule Adherence By Route.rpt
- Schedule Adherence Deviation Route Summary.rpt
- Schedule Adherence Deviations.rpt

Preview

-- Tucson SunTran

*Percentages based on Total

Route (Abbr - Name)	Early	On Time	Late	Missing	Actual	Total	Percent On Time
1 - Olsen Drive	24	2,183	314	19	2,521	2,540	83.9%
2 - Pueblo Gardens	16	1,794	327	142	2,137	2,279	78.7%
3 - 6th St./Wilcox	56	3,746	503	46	4,305	4,351	86.1%
4 - Speedway	83	5,019	316	51	5,418	5,469	91.8%
5 - Pima West Speedway	3	1,887	263	31	2,153	2,184	86.4%
6 - Euclid St. 1st Ave.	18	1,924	147	98	2,089	2,187	88.0%
7 - 22nd St.	25	2,787	154	85	2,966	3,051	91.3%
8 - Broadway	45	4,537	680	119	5,262	5,381	84.3%
9 - E. Grant Road	33	2,150	468	151	2,651	2,802	76.7%
10 - Flowering Walls	12	1,450	41	387	1,503	1,890	76.7%
11 - Alvarado Way	70	4,606	437	109	5,113	5,222	88.2%
12 - 10th/12th Ave.	86	1,952	119	78	2,157	2,235	87.3%
15 - Campbell Ave.	31	2,648	170	127	2,849	2,976	89.0%
16 - Oracle Inn	69	4,097	186	78	4,352	4,430	92.3%
17 - Country Club/29th St.	48	3,509	282	187	3,839	4,026	87.2%
18 - S. 6th Ave.	23	2,584	62	784	2,669	3,453	74.8%
19 - Stone Ave.	3	1,132	44	39	1,179	1,218	92.9%
20 - West Grant Road	23	1,246	116	20	1,385	1,405	88.7%
21 - Congress Silverbell	25	1,380	47	180	1,452	1,632	84.6%
22 - Grande	3	1,021	27	70	1,051	1,121	91.1%
23 - Mission Road	80	2,110	84	24	2,274	2,298	91.8%
24 - S. 12th Ave.	7	1,004	24	51	1,035	1,086	92.4%
25 - S. Park Ave	37	1,838	318	163	2,213	2,376	78.2%
26 - Benson Highway	46	1,486	146	29	1,678	1,707	87.1%
27 - Midvale Park	55	2,372	73	80	2,500	2,580	91.9%
29 - Valencia	81	1,768	104	218	1,953	2,171	81.4%
34 - Craycroft/Pt. Lowell	73	2,648	265	102	2,986	3,088	85.8%
37 - Pantano	32	1,559	56	8	1,647	1,655	94.2%
50 - Ajo Way	23	949	51	24	1,023	1,047	90.6%

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Page 1 of 2

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Preventive Maintenance

Preventive Maintenance General Inspections - Regular Maintenance is performed at prescheduled cycles to ensure optimal performance, efficiency, safety and reliability of assigned equipment. As established by the Federal Transit Administration guidelines, the Preventive Maintenance Interval Evaluation Performance goal is that 90% of the buses inspected must have a result of On-Time. Preventive maintenance inspections need to be performed on each bus within 10% of a scheduled cycle of 4,000-mile (Sun Van) 6,000-mile Sun Tran) intervals to be considered On-Time.

Mileage and Preventive Maintenance information is tracked in the fleet management system. The system alerts staff to which vehicles are coming due for Preventive Maintenance.

For Sun Tran

- Maintenance Supervisor
 - a. Reviews the updated Preventive Maintenance Inspections Due report from fleet management system to see which inspections are 'most-due'.
 - b. The six 'most-due' coaches are chosen for immediate action; of these six:
 - The two 'most-due' are BO'd (Dead lined) for the A.M. shift
 - The next three 'most-due' are trippered for the P.M. shift
 - The last (sixth) coach is trippered for the following A.M. shift
 - c. Bus Preventive Maintenance Inspection assignments are opened in the fleet management system and then given to the maintenance technician during their respective shift briefing. Preventive Maintenance Inspection tasks include:
 - Bus Preventive Maintenance Inspection checklist
 - Wheelchair Lift Preventive Maintenance Inspection checklist
- Maintenance Technician
 - a. Logs onto work order in fleet management system and requests required parts and or kits.
 - b. Performs the Preventive Maintenance Inspection
 - Follow Preventive Maintenance Inspection tasks in fleet management system checking off tasks as they complete them. As defects are found, maintenance technician enters 'deferred for repair' next to task performed.

Alternative Transit Management Models Agency and Service Delivery Options

Attachment G

- NOTE: repairs may not necessarily be the same as the original defect. (Example: defect is 'oil leak'; repair is 'replaced compressor gasket')
- Logs off work order at completion of inspection or at end of shift.
- Maintenance Supervisor
 - a. Reviews all forms for proper entries and data coding accuracy and closes preventive maintenance inspection work order.
 - b. Assigns further work resulting from Preventive Maintenance Inspection as required as a service request on a repair work order.

For Sun Van

This Preventive Maintenance inspection is designed specifically to be used as a guide on light duty buses. Maintenance Management Personnel initiate the inspection worksheet, Form 4-37, by filling in the heading and circling the appropriate B or C to identify the type of P.M. due. The type of P.M. due is to be established by reviewing the vehicle's maintenance file. A review of past preventive maintenance inspections and types of repairs between inspections will enable you to select the correct P.M. inspection due. The RDR number of any campaigns that need to be completed is to be entered in the space provided.

After the bus is cleaned, the P.M. inspection should be assigned to a qualified, trained inspector who will perform the inspection using the inspection worksheet. By completing all of the inspection items before making any repairs or adjustments, we get a good evaluation of the mechanical condition of the complete bus and its accessories in a minimum amount of time. Each item listed in this procedure is to be performed on each inspection except those items identified as being required on "C" inspections only. Include the appropriate items when doing a "C" inspection.

After the needed repairs and follow up work is determined, maintenance management personnel can schedule repairs intelligently on the basis of severity of defects, availability of the unit and shop work load.

Each item on the inspection work sheet should be marked with the appropriate code. Refer to Standard Repair Practice 100.88, PM Worksheets, Decals, Federal Annual Inspection and Follow-Up for a list of the codes and an explanation of when each should be used.

Alternative Transit Management Models Agency and Service Delivery Options

Attachment G

Driver's Vehicle Condition Reports (D.V.C.R.) or Driver's Pre Trip must be checked. If need for repairs are noted on the D.V.C.R. or Driver's Pre Trip, such repairs are to be written up on repair orders issued for the P.M. inspection. The D.V.C.R.'s or Driver's Pre Trip must be attached to the repair order and signed by the technician after the repairs are made.

A D.V.C.R. or Driver's Pre Trip listing a defect must be signed by the technician making the repair. A signed copy is to be left in the bus Pre Trip Book. The signed copy and the attached repair order must be kept in the buses' current analysis data file to comply with D.O.T. regulations. This is reported via the MCR on a monthly basis.